Arizona Department of Gaming Office of Problem Gambling

Helpline Statistical Report

July 1, 2005 – June 30, 2006



Arizona Helpline Statistics July 1, 2005 - June 30, 2006



ARIZONA OFFICE OF PROBLEM GAMBLING

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

	40.11				4077
Total Number of		161 6 11			4277
Total Number of H	•				1012
Total Number of Co other than Helpline					3265
Calls by Shift					
Daytime (7AM-4PM) MST		660		65.2%
Evening (4PM - 10P	M) MST		305		30.1%
After Midnight (10F	PM - 7AM)	MST	47	•	4.6%
Caller Referral	Source				
Phone Book	263	26.0%	Office of Problem	10	1.0%
Casino	305	30.1%	Gambling Website		0.00/
Magazine	1	0.1%	Lottery Website	28	2.8%
Newspaper	7	0.7%	Person familiar w/ State-funded Problem	46	4.5%
Radio	70	6.9%	Gambling Program	40	4.3/0
Movie Theatre	2	0.2%	Other	154	15.2%
Billboard	24	2.4%	Unknown	102	10.1%
Number of Info	ormation	n Packets	S Sent		476
Out of State Ca	llers				55
Caller County (See expo	orted data	for caller city informati	on)	
Apache		2	Mohave		26
Cochise		12	Navajo		19
Coconino		18	Pima		157
Gila		26	Pinal		24
Graham		3	Santa Cruz		7
Greenlee		0	Yavapai		72
La Paz		3	Yuma		43
Maricopa		526	Unknown		74
Caller Profile					
Gambler	<u> </u>		730		72.1%
Spouse/Significant	Other		78		7.7%
Friend	-		59)	5.8%
Parent			41		4.1%
Child			43		4.2%
Sibling			18	;	1.8%
Therapist			12		1.2%
Employer			2		0.2%
Other			24		2.4%
Unknown			5		0.5%

Arizona Office of Problem Gambling Helpline Report July 1, 2005 - June 30, 2006

Gambler's Gender		
	526	52.0%
Male Female	471	46.5%
Unknown	15	1.5%
Ulkilowii	15	1.5/0
Gambler's Age		
Under 18	2	0.2%
18-24	45	4.4%
25-34	157	15.5%
35-44	232	22.9%
45-54	207	20.5%
55-64	149	14.7%
65-74	63	6.2%
75 & Over	21	2.1%
Unknown	136	13.4%
Gambler's Ethnicity		
African-American	36	3.6%
Asian	13	1.3%
Caucasian	773	76.4%
Hispanic	77	7.6%
Native American	8	0.8%
Other	6	0.6%
Unknown	99	9.8%
Gambler's Marital Status		
Single	248	24.5%
Married	407	40.2%
Cohabitate	54	5.3%
Separated/Divorced	149	14.7%
Widowed	39	3.9%
Unknown	115	11.4%
Gambler's Minor Children In Househo	old	
None	545	53.9%
One	103	10.2%
Two	90	8.9%
Three	52	5.1%
Four	13	1.3%
Five or more	12	1.2%
Unknown	197	19.5%
Gambler's Education Level		
High School or GED	313	30.9%
Associates Degree	141	13.9%
Bachelors Degree	197	19.5%
Graduate Degree	49	4.8%
Other	22	2.2%
Other	<i></i>	 /0
Unknown	290	28.7%

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Full-Time	Gambler's Employment Status		
Part-Time 60 5.9% Not Employed 192 19.0% Other 37 3.7% Unknown 210 20.8% Easily		F12	50.7%
Not Employed 192 19.0% Other 37 3.7% Unknown 210 20.8% Gambler's Occupation None 154 15.2% Professional/Managerial 196 19.4% Office/Clerical 59 5.8% Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Paraprofessional 24 2.4% Paraprofessional 24 2.4% Paraprofessional 24 2.4% Palaer/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$15,000-\$24,999 47 4.6% \$15,000-\$34,999 104 10.3% \$150,000-\$44,999 170 16.8% \$150,000-\$4,999 <td></td> <td></td> <td></td>			
Other 37 3.7% Unknown 210 20.8% Gambler's Occupation 210 20.8% Professional/Managerial 196 19.4% Office/Clerical 59 5.8% Cerafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Cambler's Annual Household Income Under \$10,000 46 4.5% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 74 7.3% \$25,000-\$49,999 104 10.3% \$35,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$10,000 plus 32 3.2% Under \$1,000 73 7.2% \$1,000-4,999 10 10.9% \$			
Unknown 210 20.8% Gambler's Occupation None 154 15.2% Professional/Managerial 196 19.4% Office/Clerical 59 5.8% Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 74 7.3% \$35,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$150,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$150,000-\$9.999 95 9.4 \$10,000-19,999			
Sambler's Occupation	· · · · ·		
None 154 15.2% Professional/Managerial 196 19.4% Office/Clerical 59 5.8% Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Earnual Household Income Under \$10,000 46 4.5% \$15,000-\$24,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$74,999 39 3.9% \$150,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$150,000 plus 32 3.2% \$1,000 - 4,999 10 10 10 <	Unknown	210	20.8%
Professional/Managerial 196 19.4% Office/Clerical 59 5.8% Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$15,000-\$14,999 47 4.6% \$15,000-\$24,999 47 4.6% \$15,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$149,000 35 3.5% \$150,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$1,000-4,999 95 9.4% \$10,000-19,999 95 9.4% \$10,000-4,999 110 10.9%	Gambler's Occupation		
Office/Clerical 59 5.8% Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$1,000 + 399 99 10 10 \$10,000-4,999 10 10 10 \$1,000 + 9,999 9 10 10 10 \$10,000-4,999	None	154	15.2%
Crafts/Technical 57 5.6% Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$50,000-\$49,999 140 10.3% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$1,000 - \$1,49,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$1,000 - \$9,999 110 10.9% \$5,000-9,999 95 9.4% <t< td=""><td>Professional/Managerial</td><td>196</td><td>19.4%</td></t<>	Professional/Managerial	196	19.4%
Service/Maintenance 89 8.8% Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 7.3% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$149,000 35 3.5% \$150,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 95 9.4% <t< td=""><td>Office/Clerical</td><td>59</td><td>5.8%</td></t<>	Office/Clerical	59	5.8%
Paraprofessional 24 2.4% Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$74,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 95 9.4% \$10,000-19,999 15 1.5%	Crafts/Technical	57	5.6%
Sales/Marketing 29 2.9% Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$15,000-\$24,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$55,000-\$49,999 144 14.2% \$55,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 32 3.2% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-9,999 41 4.1% \$10,00	Service/Maintenance	89	
Military 5 0.5% Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$150,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 95 9.4% \$10,000-49,999 110 10.9% \$50,000-9,999 15 1.5% \$10,000-19,999 15 1.5% \$10,0	Paraprofessional	24	
Other 74 7.3% Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$50,000-9,999 95 9.4% \$10,000-19,999 95 9.4% \$50,000-9,999 110 10.9% \$50,000-99,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1%	Sales/Marketing	29	2.9%
Unknown 325 32.1% Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$49,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$49,999 170 16.8% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 95 9.4% \$20,000-49,999 110 10.9% \$50,000-9,999 15 1.5% \$250,000-4 5 0.5% Unknown 274 27	Military	5	0.5%
Gambler's Annual Household Income Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$74,999 170 16.8% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1%			
Under \$10,000 46 4.5% \$10,000-\$14,999 47 4.6% \$15,000-\$24,999 74 7.3% \$25,000-\$34,999 104 10.3% \$35,000-\$49,999 144 14.2% \$50,000-\$74,999 170 16.8% \$75,000-\$99,999 39 3.9% \$100,000-\$149,000 35 3.5% \$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 5 0.5% Bankr	Unknown	325	32.1%
\$10,000-\$14,999	Gambler's Annual Household Incom	e	
\$15,000-\$24,999	Under \$10,000	46	4.5%
\$25,000-\$34,999	\$10,000-\$14,999	47	4.6%
\$25,000 \$49,999	\$15,000-\$24,999	74	7.3%
\$50,000-\$74,999	\$25,000-\$34,999	104	10.3%
\$35,000-\$99,999	\$35,000-\$49,999	144	
\$100,000-\$149,000 \$150,000 plus \$196	\$50,000-\$74,999	170	
\$150,000 plus 32 3.2% Unknown 321 31.7% Gambler's Estimated Household Debt Related to Gambling	\$75,000-\$99,999	39	3.9%
Sambler's Estimated Household Debt Related to Gambling	\$100,000-\$149,000	35	3.5%
None	\$150,000 plus	32	3.2%
None 196 19.4% Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	Unknown	321	31.7%
Under \$1,000 73 7.2% \$1,000-4,999 110 10.9% \$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	Gambler's Estimated Household Deb	t Related to Gambli	ng
\$1,000-4,999	None	196	19.4%
\$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	Under \$1,000	73	7.2%
\$5,000-9,999 95 9.4% \$10,000-19,999 93 9.2% \$20,000-49,999 110 10.9% \$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	\$1,000-4,999	110	10.9%
\$20,000-49,999		95	9.4%
\$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	\$10,000-19,999	93	9.2%
\$50,000-99,999 41 4.1% \$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	\$20,000-49,999	110	10.9%
\$100k-249,999 15 1.5% \$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%		41	4.1%
\$250,000+ 5 0.5% Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%		15	1.5%
Unknown 274 27.1% Gambler's Household Payment Defaults Related to Gambling Deb None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	•	5	0.5%
None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%		274	27.1%
None 519 51.3% Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	Gambler's Household Payment Defa	ults Related to Gam	bling Deb
Bankruptcy 73 7.2% Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%	<u>-</u>		_
Loss of Car 32 3.2% Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%			
Loss of House 18 1.8% Credit Card charge-offs 74 7.3% Other 31 3.1%			
Credit Card charge-offs 74 7.3% Other 31 3.1%		18	
Other 31 3.1%			
		31	
	Unknown		

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M. C. I.B. II C II.		
Medical Problems of Problem Gambler	(2)	44.00%
None	626 56	61.9% 5.5%
Chronic Disease		
Disablity	37	3.7%
Other	30	3.0%
Unknown	263	26.0%
Mental Health Problems of Problem Gambler		
None	485	47.9%
Depression	204	20.2%
Bipolar	13	1.3%
ADD/ADHD	5	0.5%
Anxiety	35	3.5%
Other	10	1.0%
Unknown	260	25.7%
Buimany Cambling Bustavanas		
Primary Gambling Preference	4.	4 50/
Lottery	46	4.5%
Slot Machines	605	59.8%
Horses/Dogs/Animals	19	1.9%
Sports Betting	10	1.0%
Bingo	4	0.4%
Cards	117	11.6%
Video Poker	71	7.0%
Internet	25	2.5%
Stock Market	2	0.2%
Other	17	1.7%
Unknown	96	9.5%
Age Problem Gambler First Gambled		
Under 10	19	1.9%
10-17	52	5.1%
18-24	219	21.6%
25-34	150	14.8%
35-44	124	12.3%
45-54	73	7.2%
	73 46	4.5%
55-64		
65+ Unknown	8 321	0.8% 31.7%
	JZ1	31.770
Age Gambling Became a Problem		
Under 18	10	1.0%
18-24	87	8.6%
25-34	166	16.4%
35-44	198	19.6%
45-54	144	14.2%
55-64	104	10.3%
65+	20	2.0%
Unknown	283	28.0%

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Length of Gambling Problem		
Under 1 year	94	9.3%
1-2 years	183	18.1%
3-5 years	206	20.4%
6-10 years	166	16.4%
11-15 years	35	3.5%
Over 15 years	50	4.9%
Unknown	278	27.5%
Illegal Activities/Consequences Related to P	roblem Gan	nbling
None	569	56.2%
Bad Checks	145	14.3%
Theft	20	2.0%
Incarceration	3	0.3%
Probation	3	0.3%
Other	13	1.3%
Unknown	259	25.6%
Problem Gambler's Other Past or Current Cor	mpulsive Be	ehaviors
None	477	47.1%
Alcohol	105	10.4%
Drugs	46	4.5%
Tobacco	89	8.8%
Food	12	1.2%
Shopping	13	1.3%
Other	9	0.9%
Unknown	261	25.8%
Problem Gambler's History of Abuse		
None	599	59.2%
Physical	41	4.1%
Emotional	47	4.6%
Sexual	15	1.5%
Unknown	310	30.6%
In Last 6 Months, Problem Gambler Has		
None	608	60.1%
Had thoughts about suicide	73	7.2%
Made plans for committing suicide	2	0.2%
Attempted suicide	0	0.0%
Unknown	329	32.5%